



## ANNEXURE- C

Format of Complaints to be displayed by Depository participants on their websites

### A. Data for the Month ending – October 2023 – NSDL

S.No	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7	8	9
1	Directly from Investors	0	2	0	2	0	0	4
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (if any)	0	1	1	0	1	0	0
5	Grand Total	0	3	1	2	1	0	0

### B. Trend of Monthly disposal of complaints for the Financial Year-

SN	Month	Carried forward from previous month	Received	Resolved *	Pending**
1	April 2023	0	0	0	0
2	May 2023	0	0	0	0
3	June 2023	0	0	0	0
4	July 2023	0	1	1	0
5	August 2023	0	0	0	0
6	September 2023	0	1	1	0
7	October 2023	0	3	2	1
8	November 2023				
9	December 2023				
10	January 2024				
11	February 2024				
12	March 2024				
	Grand Total	0	5	4	1

\* Inclusive of complaints of previous months resolved in the current month, if any.



\*\* Should include total complaints pending as on last day of the month, if any.

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

SNo	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	3	3	0
2	2018-19	0	0	0	0
3	2019-20	0	2	2	0
4	2020-21	0	1	1	0
5	2021-22	0	6	6	0
6	2022-23	0	13	13	0
7	2023-24	0	5	4	1
	Grand Total	0	30	29	1

ANNEXURE- C

Format of Complaints to be displayed by Depository participants on their websites

A. Data for the Month ending – October 2023 - CDSL

S.No	Received from	Carried forward from previous month	Received during the month	Total Pending	Resolved*	Pending at the end of the month**		Average Resolution time^ (in days)
						Pending for less than 3 months	Pending for more than 3 months	
1	2	3	4	5	6	7	8	9
1	Directly from Investors	0	0	0	0	0	0	0
2	SEBI (SCORES)	0	0	0	0	0	0	0
3	Depositories	0	0	0	0	0	0	0
4	Other Sources (if any)	0	0	0	0	0	0	0
5	Grand Total	0	0	0	0	0	0	0



B. Trend of Monthly disposal of complaints for the Financial Year-

SN	Month	Carried forward from month	Received	Resolved *	Pending**
1	April 2023	0	0	0	0
2	May 2023	0	0	0	0
3	June 2023	0	0	0	0
4	July 2023	0	0	0	0
5	August 2023	0	0	0	0
6	September 2023	0	0	0	0
7	October 2023	0	0	0	0
8	November 2023				
9	December 2023				
10	January 2024				
11	February 2024				
12	March 2024				
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

\* Inclusive of complaints of previous months resolved in the current month, if any.

\*\* Should include total complaints pending as on last day of the month, if any.

^ Average Resolution time is the sum total of time taken to resolve each complaint in days, in the current month divided by total number of complaints resolved in the current month.

C. Trend of Annual (FY) disposal of complaints (For 3 years on rolling basis)-

SNo	Year	Carried forward from previous year	Received during the year	Resolved during the year	Pending at the end of the year
1	2017-18	0	0	0	0
2	2018-19	0	0	0	0
3	2019-20	0	0	0	0
4	2020-21	0	0	0	0
5	2021-22	0	0	0	0
6	2022-23	0	0	0	0
7	2023-24	0	0	0	0
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>